

**Amendments to the Claims:**

This listing of claims replaces all prior listings of claims:

1. (Currently Amended) A computer-implemented method ~~computer system for~~  
~~scheduling resources needed to perform service actions, the system~~ comprising:  
associating an engine that associates, based on user input, resource information with task  
items that need to be completed as part of performing a service action by an engine; and  
polling a first repository of resource information associable with the task items, the  
repository including human resource information, reusable resource information, and non-  
reusable resource information, wherein:  
  - the human resource information includes availability information for human  
resources,
  - the reusable resource information includes availability information for reusable  
resources, and
  - the non-reusable resource information includes availability information for non-  
reusable resources;polling a remote computer system different than the first repository to obtain non-  
resource constraint information for the service action; and  
scheduling resources needed to perform the service action based on results obtained from  
the repository of resource information as limited by the non-resource constraint information  
obtained from the remote computer system.

2-3. (Canceled).

4. (Currently Amended) The method ~~system~~ of claim 1 wherein the non-resource constraint information comprises information about contractual requirements.

5. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for human resources comprises availability information for individuals.

6. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for human resources comprises availability information for groups of individuals.

7. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for reusable resources comprises availability information for tools.

8. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for reusable resources comprises availability information for work areas.

9. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for non-reusable resources comprises availability information for spare parts.

10. (Currently Amended) The method ~~system~~ of claim 1 wherein:  
the task items include a human resource skill requirement,  
the human resource information includes a indication of a skill possessed by particular human resources that are represented in the human resource information, and  
the engine associates a particular human resource with a particular task item only when the indication of the skill possessed by the particular human resource matches the human resource skill requirement of the task item.

11. (Currently Amended) The method ~~system~~ of claim 1 wherein:
- the task items include a tool characteristic,
- the reusable resource information includes an indication of a tool characteristic for particular tools that are represented in the reusable resource information, and
- the engine associates a particular tool with a particular task item only when the indication of the tool characteristic for a particular tool matches the tool characteristic of the task item.
12. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for human resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.
13. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for reusable resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.
14. (Currently Amended) The method ~~system~~ of claim 1 wherein the availability information for non-reusable resources is provided to the repository of resource information from a computer system other than the computer system for scheduling resources.
15. (Currently Amended) The method ~~system~~ of claim 1 wherein the engine and the repository of resource information are capable of communicating using a network with mobile clients.

16. (Currently Amended) The method ~~system~~ of claim 15 wherein the engine is configured to send, to each mobile client, resource information associated with task items that need to be completed as part of performing a particular service action.

17. (Currently Amended) The method ~~system~~ of claim 15 wherein the engine is configured to receive, from each mobile client, user input for the purpose of associating resource information with a particular task item.

18-28. (Canceled).

29. (New) A computer-implemented method comprising:

receiving a request to schedule a service request, the service request comprising a plurality of tasks;

polling a first repository to associate each task with at least one of a person, a non-reusable resource, and a reusable resource;

polling a second repository remote from the first repository to determine whether there are any non-resource constraints limiting when the service order can be schedule;

determining a time slot within a time range defined by the non-resource constraints in which the associated persons, non-reusable resources, and reusable resources are also available; and

scheduling the service order during the time slot.

30. (New) The method of claim 29, further comprising:

rendering, on a client computer, a graphical user interface, the graphical user interface presenting a user with a generic service order template for a service requested by the service request, the generic service order template comprising a collection of reusable data that identifies each of the tasks to be performed for the service requests, and for each task, a predetermined, expected duration of the task and an identification of other tasks on which the tasks depends;

receiving user-generated input modifying the generic service order template; and

initiating the scheduling of the service request based on the modified generic service order template.